

CLAIMS

What is claimed is:

1. A readable-media for use in connection with a processing system having instructions for managing service requests, the instructions performing steps comprising:

5 populating a registry with a plurality of service providers;

 creating a work order from a request for services received from a service requestor where the work order is to be routed to one or more service providers selected from the registry for the purpose of having one or more of the selected service providers indicate an acceptance of the work order; and

10 causing payment to be made to one or more of the selected service providers that indicated an acceptance of the work order and which were then assigned the work order using a fund associated with the service requestor.

15 2. The readable-media as recited in claim 1, further comprising instructions for registering the service requestor and establishing the fund associated with the service requestor.

20 3. The readable-media as recited in claim 1, wherein populating the registry further comprises creating an on-line office for each of the plurality of service providers, the on-line office having information that describes capabilities of the service provider and being accessible via a network connection with the processing system.

4. The readable-media as recited in claim 1, wherein the request for services is received via a network connection with the processing system.
5. The readable-media as recited in claim 1, wherein the request for services is received by being manually entered into the processing system.
6. The readable-media as recited in claim 1, further comprising instructions for routing the work order to one or more service providers selected from the registry via a network connection with the processing system.

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7. The readable-media as recited in claim 1, wherein the one or more service providers are selected from the registry by the service requestor.
8. The readable-media as recited in claim 1, wherein the one or more service providers are selected from the registry by comparing capabilities of the service providers and information contained in the service request.

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9. The readable-media as recited in claim 8, wherein the capabilities of the service providers and information contained in the service request that are compared relate to geographic locations.

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10. The readable-media as recited in claim 8, wherein the capabilities of the service providers and information contained in the service request that are compared relate to times of availability.

5 11. The readable-media as recited in claim 8, wherein the capabilities of the services providers and information contained in the service request that are compared related to equipment.

10 12. The readable-media as recited in claim 1, further comprising instructions for accepting feedback from the service requestor to establish a rating for the one or more of 10 the selected service providers that were assigned the work order.

15 13. The readable-media as recited in claim 1, further comprising instructions for assigning the work order to the selected service provider that is first to respond to the 15 routed work order.

14. The readable-media as recited in claim 1, further comprising instructions for maintaining status information concerning the assigned work order which status information is accessible by the service requestor.

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15. A method for managing service requests, comprising:

accepting information provided via a network connection from a plurality of service providers, the information being representative of capabilities and availabilities of each of the service providers

creating a registry comprising the information provided by each of the plurality of

5 service providers;

creating a work order from a request for services received from a service requestor;

routing the work order to one or more service providers selected from the registry for the purpose of having one or more of the selected service providers indicate an

10 acceptance of the work order; and

causing payment to be made to one or more of the selected service providers that indicated an acceptance of the work order and which were then assigned the work order using a fund associated with the service requestor.

15 16. The method as recited in claim 15, further comprising instructions for registering the service requestor and establishing the fund associated with the service requestor.

17. The method as recited in claim 15, wherein populating the registry further comprises creating an on-line office for each of the plurality of service providers, the on-line office 20 having the information for the service provider and being accessible via a network connection for review by the service requestor.

18. The method as recited in claim 15, wherein the request for services is received via a network connection.

19. The method as recited in claim 15, further comprising routing the work order to one
5 or more service providers selected from the registry via a network connection.

20. The method as recited in claim 15, further comprising routing the work order to one or more service providers selected from the registry via a facsimile machine.

10 21. The method as recited in claim 15, further comprising routing the work order to one or more service providers selected from the registry via a telephone.

22. The method as recited in claim 15, wherein the one or more service providers are selected from the registry by the service requestor.

15 23. The method as recited in claim 15, wherein the one or more service providers are selected from the registry by comparing the information of the service providers and information contained in the service request.

20 24. The method as recited in claim 23, wherein the information compared relates to geographic locations.

25. The method as recited in claim 23, wherein the information compared relates to
times of availability.

26. The method as recited in claim 23, wherein the information compared relates to
5 equipment.

27. The method as recited in claim 15, further comprising accepting feedback from the
service requestor to establish a rating for the one or more of the selected service providers
that were assigned the work order.

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28. The method as recited in claim 15, further comprising assigning the work order to the
selected service provider that is first to respond to the routed work order.

29. The method as recited in claim 15, further comprising maintaining status information
15 concerning the assigned work order which status information is accessible by the service
requestor.